



North Carolina
Department of
Health & Human
Services



NC FAST

North Carolina Families Accessing
Services through Technology

County DSS Directors Update

January 17, 2017

Project 3 Child Care Updates – Pilot and Schedule

- Pilot Counties (Buncombe, Durham, Lee & Orange) are progressing through conversion and have converted approximately 70% of their cases from SCCRS.
- Remaining conversion schedule:
 - Phase 1 – Go-live February 1st; conversion through March
 - Phase 2 – Go-live March 1st; conversion through April
- Phase 1 County training concluded on January 13th.
- Phase 2 County training has begun and will last through February.
- Best practices and lessons learned from the Pilot conversion were shared during the December County Champion Call. A recording of this call is available in FAST Help.
- The January County Champion Call will take place on January 18th, at 3:00pm.

Project 3 Child Care Updates – Reports

- There are a number of reports on FAST Help that are important to monitor each week:
 - P3 Private Rates, Linking, Enroll, Direct Deposit
 - Provider Linking, Enrollment and Direct Deposit Setup
 - Details the status of each item by provider by county
 - Provider Private Rates
 - Details the rates providers are entering in the provider portal
 - A new report will be made available soon that shows details for each service type and compares rates from SCCRS and those entered in the Provider Portal. **This report will be critical to validate to ensure providers will be paid at the correct rates.**
 - P3 Conversion
 - SCCRS Cases
 - Lists the SCCRS cases that should be converted to NC FAST
 - Additional conversion reports will be posted once cases are activated as needed.

Project 3 Child Care Updates – Provider Setup

As of 1/6/17:

Phase	Total	Linking		Enrollment		Direct Deposit		All Complete	
Pilots	410	409	99%	396	97%	393	96%	386	94%
Phase 1	1642	1642	100%	1543	94%	1538	94%	1466	89%
Phase 2	2533	2480	98%	2211	87%	2301	90%	2108	82%
Out-of-state	19	18	95%	7	37%	4	21%	4	21%
Total	4604	4549	99%	4157	90%	4236	92%	3964	86%

If a Provider fails to complete either of these actions, they will no longer be able to participate in the Subsidy program and each subsidized child in their care will need to move to a different provider or the parent/RA will need to pay the private pay amount.

A draft letter explaining the above expectations was provided to each County/LPA in the NC FAST Weekly Communication on January 6th. You may use this as a template to formally communicate expectations with Providers that are yet to complete one of the three items above.

Project 3 Energy Updates

- 4 Pilot counties have been confirmed (Wake, Buncombe, Forsyth, Davie)
- The Implementation Team issued a survey to County Leadership to assist in finalizing the training plans and readiness initiatives
 - 25 counties have not responded; DSS-Energy Division has been asked to assist in gathering responses
- The first Energy Assistance Fact Sheet will be sent to the Energy and Director's list serves this week
- The Change Discussion Guide has been submitted to the DSS-Energy Division for approval
- Pilot Counties will be contacted next week by County Readiness Liaisons to schedule Readiness Assessments
- Beginning at the end of January, Pilot Counties will be invited to participate in weekly calls to review materials, ask questions, and continue planning for March go-live

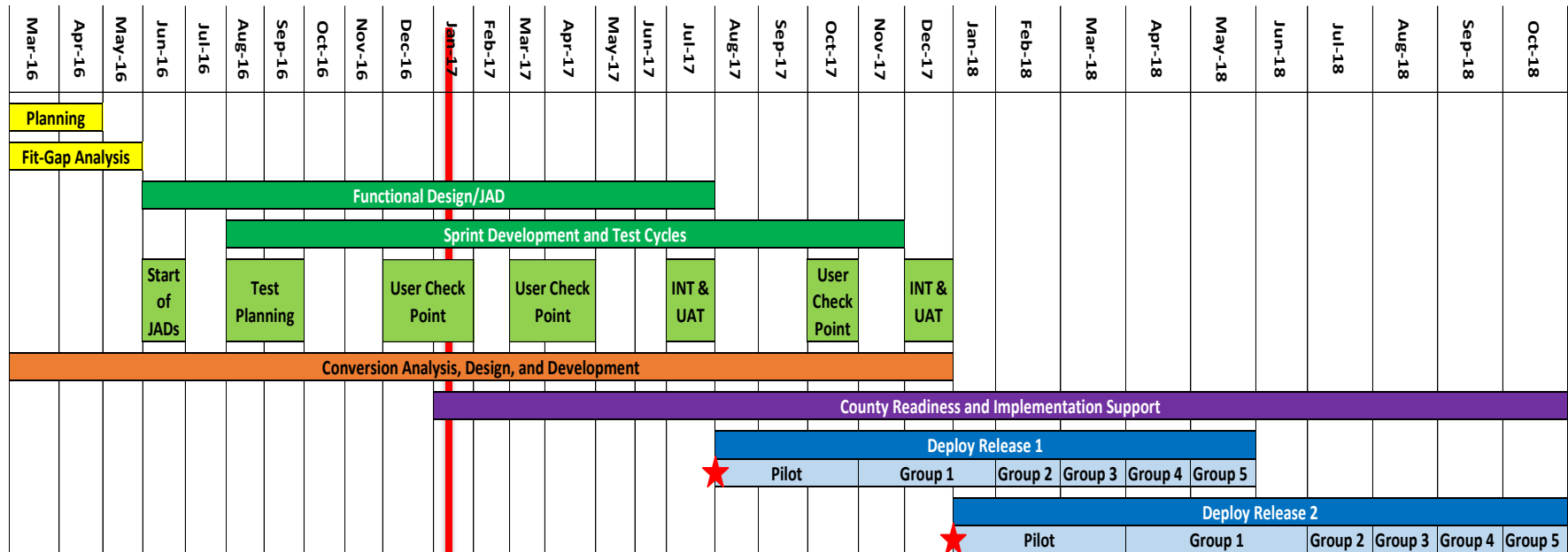
Project 3 Energy – Training Outline

- Basic Navigation (PPT and instructor-led virtual training)
- Person Search/Registration (WBT)
- Applications (instructor-led virtual training):
 - New LIEAP application
 - LIEAP re-application
 - New CIP application
 - CIP re-application
 - Combined CIP/LIEAP application
- Provider (“vendor”) management for supervisors/lead workers only (PPT)
- Provider payment process (PPT)

Additional County Readiness Updates

- Liaisons continue to schedule county visits along with OST
- The team is preparing materials for the Energy roll-out this spring
- County Leadership will be contacted after the January Champion call to participate in Touch Point Calls in February
- Communications and materials are being drafted to support the 6.2 Curam Upgrade, which will be part of the February release

Project 4 Updates



NC legislation mandates that P4-Child Services be operational by the end of 2017. Full deployment to all counties is planned over 18 months through the end of 2018.

User Checkpoints are scheduled to provide counties the opportunity to have Pilot and Group 1 (JAD participant) counties have hands-on access to the system at multiple times during design and development. Demos of available system functionality will be provided to non-Pilot/JAD counties as part of each checkpoint.

User Acceptance Testing will allow extensive testing by county staff prior to each release.

Extended Pilot county and Group 1 deployments are planned (3 months each) to allow adequate time for application stability, user training, and process reviews.

Project 4 Updates

- Joint application design (JAD) activities continue with input from 8 counties: Buncombe, Carteret, Catawba, Chatham, Cleveland, Orange, Richmond, Rowan, and the state DSS; invited Pilot counties to participate in design and review activities going forward.
- Development approach is to leverage Out of the Box (OOTB) functionality, incorporate NC-specific policy and process changes, ensure ease of use, and integrate functionality across a state-wide system.
- Onsite demos of the working system are continuing as each component is completed. Planning for first User Checkpoint sessions in mid-January 2017.
- Continuing to refine data conversion strategy; reviewing and refining options based on feedback from county stakeholders.
- Continued development of document management roadmap; exploring options for how to establish a statewide document management solution leveraging county investments to date.
- Holding monthly status meetings with State DSS leadership and Tri-chair committee; providing Project 4 briefings at state and regional director meetings.
- Communication: Enhancing content and materials posted on project collaboration site (ncfasttraining.nc.gov) and rolling site out to all counties in early 2017.

Project 4 Updates - Mobility

Two primary approaches are planned to support work outside the DSS office:

- Laptop/Hybrid Tablet (e.g., Microsoft Surface Pro)
 - Requires an internet connection outside the office to function
 - Provide full access to complete NC FAST system
 - System accessible via a browser
- Tablet computer
 - Supports connected or disconnected use (a consideration for rural counties)
 - Four vendors being considered: IBM, Northwoods, Diona, and Red Mane
 - Putting each vendor through a technical, financial, and usability review; counties heavily involved in usability assessments
 - Specific app features and benefits vary depending on the vendor
 - Hardware requirements vary by vendor (below figures can be used for budgeting purposes)
 - Devices could be individually assigned to staff or have a pool of devices available for check-out
 - Anticipate making a vendor selection in January

Tablet Hardware:	Unit Price
• Option 1: iPad Air 2, 64GB, WiFi + Cellular	\$629.00
• Option 2: iPad Pro 9.7", 128GB, WiFi + Cellular	\$879.00
Recommended Accessories:	
• Apple Pencil for iPad Pro	\$99.00
• Belkin QODE Ultimate Pro Keyboard Case	\$149.99

Minimum System Requirements

- Windows 7 Pro
- Intel i5 Processor or greater
- 8 Gb RAM
- 160 Gb HD or greater

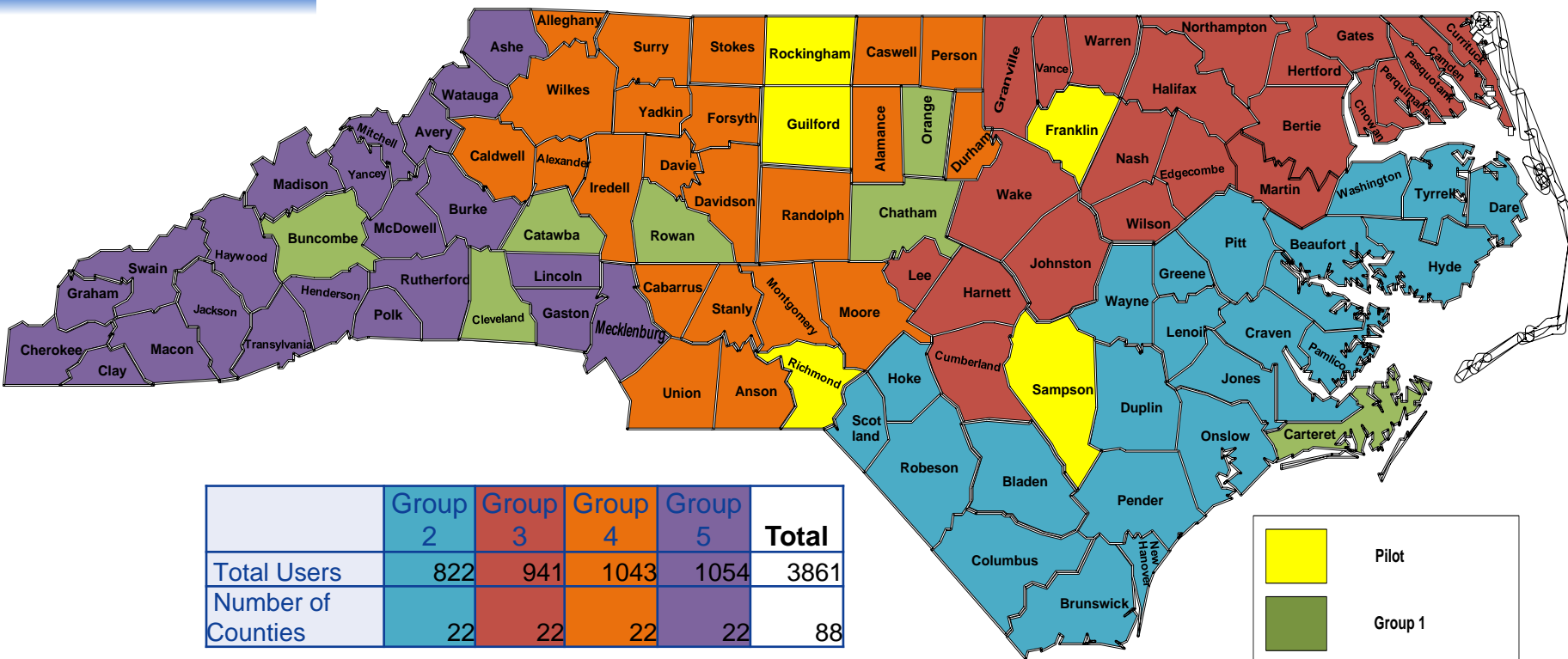
*Note: This suggested configuration is greater than what is required by the vendor. It is our intent to be ahead of the requirements rather than meeting them.

Bandwidth:

Please visit Fast Help for the bandwidth calculator.

*Note: The bandwidth calculator calculates how much bandwidth NC FAST will need. It does NOT take into consideration e-mail, document management, or other bandwidth used by end users.

Recommended Implementation Approach



Approved by Tri-Chairs and EAC subject to endorsement by pilot county directors based on pilot county deployment results

County Involvement

- In 2015, preliminary week long visits were made to four counties to gather initial information about the Child Services program.
- In 2016, visits have been made to 14 counties to study as-is business processes and practices; 544 business processes have been documented.
- Three surveys have been conducted with all 100 counties to gather information about their current technology.
- Over 60 staff from eight counties (Buncombe, Carteret, Catawba, Chatham, Cleveland, Richmond, Rowan, and Orange) are involved in the review of business system functions (BSFs) and design activities. Design activities being expanded to include Pilot counties.
- Conducted 8 JADS (2 sets of 4), 30 User Webinars, 4 User Demos, and sent 4 customer satisfaction surveys to county participants (ongoing).
- Over 70 county staff from 30 counties are involved in seven EAS work groups.

Project 8 Timeline

NC FAST P8Timeline (through 3Q 2017)									
Project Team / Role Name	16-Jul	16-Aug	16-Sep	16-Oct	16-Nov	16-Dec	17-Jan	17-Feb	17-Mar
Project 8 EBCI									
	Detailed Design								
	Development								
	Test Planning								
	Testing Execution								
							IT Interface Testing		
									Training
	Deploy manual forms,	Deploy Central Print Forms, CSDW changes	Deploy Benefit History Revision screen, forms, recipient file changes		Deploy County Work Queues, forms, adding EBCI county location to admin screen	Deploy changes to DOC interface	Deploy changes to ACTS interface	Deploy final system changes	



Final system changes are scheduled for deploy in February 2016.
Interface partner testing will occur Jan – Mar 2017.
The EBCI implementation date is April 1, 2017.

Project 8 (Eastern Band of Cherokee Indians)

- Project 8 is scheduled for implementation on April 1, 2017.
- Various system changes are required for EBCI including changes related to NC FAST forms, reports, interfaces and workflows.
- System changes will be deployed through the O&M release schedule as follows:

Release No.	NC FAST System Change Description	Deployment Date
1	Various local print forms were modified to allow for the display of the EBCI return address. In addition various changes to system interfaces, reports and system workflows were made. System interface changes were made to allow for the new EBCI County Code = 200.	07/09/16 (Complete)
2	All central print forms were modified to allow for the display of the EBCI return address.	08/13/16 (Complete)
3	Additional local print forms will be modified, along with changes made to NC FAST workflows.	10/01/16 (Complete)
4	System interface changes will be made along with changes to system work queues.	11/12/16 (Complete)
5	Additional system interfaces changes and general system regression testing.	12/03/16 Complete
6	Complete final system changes for EBCI implementation.	2/18/17

- Development of the EBCI – Medicaid Initial Child Support Referrals Report has begun.
- Planning continues for EBCI - NC FAST and program policy training to occur at the end of January. EBCI will be trained to administer benefits for SNAP / FNS and Medicaid / NC HC.

Project 9 Timeline

NC FAST P9 Timeline (through 3Q 2017)

Project Team/ Role Name	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	
Project 9 Medicaid Self Service and Enterprise Program Integrity													
	Detailed Design												
							Development						
	Test Planning												
	Testing Execution												
	Deploy 8110 Part-1 Account Transfer	Deploy Defect fix 8110				Deploy Application Monitoring, 1095B Corrections	Deploy Hearts Interface, IMD Evidences and Rules , 8110 Part-2, Report Card, P7 Rule update for Married filing jointly, Traumatic Brain Injury, County incarceratio n living arrangemen t code "19" 1095 B 2016-2017 updates		Deploy 6.2 ,Secure Inbox,Elec tronic Notices[D MA-5097, DMA- 5059]	Deploy Foster Care HCR, 8110 Part 3, Prepopulate d Renewal Form(NCF2 0020)8108, 8109, RIDP, IMD At RiskSuspend Batch, ABLE accounts, Civil Rights, ePass Authorized Rep,Morph oTrust(POC)	Deploy ePASS Renew als: Electronic Submission ,ePass Document Upload,Bac kdate Emergency Evidence	Deploy Appeals Online,Gap Filing Rules,ePass Online Rules, No Touch Recert(w itho ut earned income), No Touch Person Registration,	Deploy No Touch App(w ith out earned income), No Touch Authoriza tion, State Hearings



New system functionality and change requests (enhancements) for Medicaid will be prioritized by the Business and worked by the development team in Sprints.

Project 9 - Medicaid Self-Service and Enterprise Program Integrity

The following NCFAST changes were deployed on 12/10/16:

- 8110 Automation Part 2
 - IMD Evidences and Rules
 - HEARTS Interface
 - Report Card
 - Traumatic Brain Injury
 - County Incarceration Living Arrangement Code "19"
 - 1095-B Updates
- 1095-B notices to be mailed out throughout January 2017.
 - Project 9 resources re-assigned to AppDev to add expertise for fixing Medicaid defects.
 - Secure Inbox development is in progress. Planned for deployment in February 2017.
 - 6.2 upgrade take-on work is in progress. Planned for deployment in February 2017.
 - 8108 development is in progress and planned for deployment in March 2017.

Configuration/Reports Update

Configuration

- Staff are working on another statewide tasks clean up. This is scheduled to start the month of February and continue through March. However, workers are encouraged to close the tasks after taking the action on the case.
- Staff are meeting every two weeks to review unnecessary tasks being generated. Once the review is complete, some tasks will be permanently removed.

Reports Workgroup

- FNS Recertification Timeliness Report will be distributed the 5th business day of each month and housed in XPTR beginning February. The Reports Workgroup validated the accuracy of this report.
- Updates are being made to the Critical Age Report to ensure clients are properly included on the report and removed from the report when no longer receiving benefits. These updates are scheduled for February.